

**Qwest Report Card**  
**Eschelon Telecom, Inc.**  
**Apr-02**

Draft

METRIC ID	DESCRIPTION	PURPOSE	ESCHELON STANDARD	PERFORMANCE	RANKING
E-1 (PO-9)	<b>Timely Jeopardy Notices</b>	When orig due dates are missed, measures the extent to which Qwest notifies customer in advance of jeopardized due dates.	90%		
	UNE-Loop			#REF!	U
E2	<b>Timeliness of Coordinated Cut-Over</b>	Measures the extent to which Qwest completes 90% of coordinated cutovers of unbundled loops with LNP on-time, measured from the actual start time, with an average lift-and-lay interval of 5 minutes (per loop).	90%	#REF!	U
E-3 (OP-5)	<b>New Service Installation Quality</b>	Evaluates quality of ordering and installation of services, focusing on the % of average monthly new order installations that were free of trouble reports for 30 calendar days following installation...	90%		
	UNE-P/UNE-E (1FB, Centrex, Ctrx21)			#REF!	U
	UNE-Loop			#REF!	U
	T-1/DS1			#REF!	S
E-4 (OP-3)	<b>Installation Commitments Met</b>	Evaluates the extent to which Qwest installs services for Customers by the scheduled due date.	95%		
	UNE-Loop			#REF!	S
	T-1/DS1			#REF!	U
	UDIT/LIS Trunking			#REF!	U
E-5 (OP-6, OP-13, OP-15)	<b>Held Orders</b>	Measures percentage of orders that go held.	5.0%		
	UNE-Loop			#REF!	S
	T-1/DS1			#REF!	U
E-6 (OP-6)	<b>Delayed Days</b>	Evaluates the extent Qwest is late in installing services for customers, focusing on the average number of days that late orders are completed beyond the committed due date.	15 days		
	UNE-Loop			#REF!	U
	T-1/DS1			#REF!	S
E-7A (MR-5)	<b>All Troubles Cleared Within 4 Hours</b>	Evaluates timeliness of repair for specified services, focusing on all trouble cases of all types (including out of service and service affecting troubles) and on the number of such cases resolved within the standard estimate for specified services (i.e., 4 hours).	90%		
	DS1 & Above			#REF!	U
E-7B (MR-3)	<b>Out-of-Service Cleared in 24 Hours</b>	Evaluates timeliness of repair for non-designed services and analog loops, focusing on trouble reports where the out-of-service trouble reports were resolved within the standard estimate of non-designed services (i.e., 24 hours).	90%		
	UNE-Loop/UNE-P			#REF!	U
E-9	<b>Major Network Outages</b>	Qwest caused outage event - impacting 25 or more lines with common cause - where Qwest is responsible for outage.	0	#REF!	S

S = Satisfactory  
U = Unsatisfactory  
N/A = No Activity  
NDA = No Data Available

Total Satisfactory	5	33.3%
Total Unsatisfactory	10	66.7%
Total N/A	0	0.0%
Total NDA	0	0.0%